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Technical Tip

Date: 20 December 2011

Business Communications Manager (BCM) 5.0 and 6.0 RAID systems – Interoperability issue with Acronis® True Image™ Home 2011 disk imaging software.

Revision History		
Date	**Revision #**	**Summary of Changes**
20 December 2011	Original bulletin	This is the original publication

Problem Description

Avaya has identified an interoperability issue between the latest Acronis® True Image™ Home 2011 and the BCM product which results in BCM a RAID mirror failure. The system will boot up and run normally but the RAID feature will not function.

BCM disk images available on the Avaya web site are created using Acronis® True Image™ Home 2010 disk imaging software. These disk images can be downloaded, and Acronis® True Image™ Home software, be used by a distributor to reimage a BCM hard drive.

Scope

This problem affects BCM 450 Release 5 and BCM 450 Release 6 software. There is no impact to BCM 4.0, BCM 450 Rls 1, or any BCM 50 software .

This problem is specific to the RAID feature only. No other features are affected.

Design status

Lab testing has shown that this behaviour is due to a change in functionality between Acronis® True Image™ Home 2010 and Acronis® True Image™ Home 2011 software.

Avaya design has replicated the problem, and is working to determine if it is possible to resolve the problem by modifying the BCM software.

Avaya design has confirmed that there is no issue with the any of the BCM disk images posted on the Avaya web site.

Recommended Action

Avaya has identified that the secondary drive in RAID system s will mirror correctly as long as Acronis® True Image™ Home 2010 disk imaging software Is used.

Until a final solution is identified, Avaya customers are strongly advised to re-image all BCM hard drives using Acronis® True Image™ Home 2010 software only.

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.

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References to Avaya include the Nortel Enterprise business, which was acquired as of December 18, 2009.
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